

## SEATTLE CITY LIGHT JOB DESCRIPTION

Effective Date: May, 2005

JOB TITLE:

JOB NUMBER:

WORKING TITLE: Customer Care Director

POSITION NUMBER:

APPROVED BY: \_\_\_\_\_

REVIEW: \_\_\_\_\_

BUSINESS UNIT: Customer Service & Energy Delivery

STATUS: Exempt

### POSITION SUMMARY AND STRATEGIC SIGNIFICANCE:

Provides strategic leadership for Joint Utility Call Center; Hearing Officer; Residential and Small C&I Customer Construction Management; Large Customer Construction Management & Technical Assistance; Large Project Management; Credit; Customer Accounts; Office Services; and Meter Installation, Maintenance & Meter Reading. Directs the utility's customer service activities including billing & accounting services, coordinating customer requests for new & enlarged electrical services, providing technical advisory services to customer's on electric service issues. Develops & applies utility customer service policies in the areas of customer service billing, rate ordinance interpretation, rate application billing practices application of metering technology and related activities. Supports and sustains Seattle City Light as a high performing organization by contributing to excellent organizational performance and customer service. Contributes to the mission, vision and values of Seattle City Light through responsible and effective work performance. Serves as a key member of the senior management team of Seattle City Light.

**SCOPE AND IMPACT:** This position is responsible for a budget of approximately \$50-60 million. Decisions involve broad organizational policy regarding customer service that impacts all customers and business units within utility and other Departments across the city. Organizes the division to be the most effective and when implementing changes to benefit customers.

### KEY RELATIONSHIPS:

**Reports to:** Customer Service and Energy Delivery Officer

**Functional area(s) of accountability:** Joint Utility Call Center; Hearing Officer; Residential and Small C&I Customer Construction Management; Large Customer Construction Management & Technical Assistance; Large Interagency/Utility Project Management; Credit; Customer Accounts; Office Services and Metering.

**Size of staff:** Directly manages a staff of 8 and indirectly manages a staff of 275

**Peers:** Director, Energy Delivery Operations; Director, Energy Delivery Engineering; Director, Asset Management; Director, System Control Center; Director, Security; Directors in other business units and city departments.

**External relationships:** Serves as the single point of customer contact for all customer/utility activities. Works with all classes of customer (Residential, Commercial & Industrial) in the areas of customer construction, billing, utility service problem resolution. Works through various customer advocacy committees, boards & commissions to establish & enforce utility customer requirements & service standards. Works with other city departments & government agencies on major regional/multi-department projects (monorail, sound transit, south lake union development, alaskan way viaduct replacement); works through the council staff & executive to address customer complaints, service problems & billing issues; works with franchise cities to ensure application of the individual franchise agreements. Others include: Staff of city, county and state elected officials; Mayor and Council; Counterparts in public and private utilities; industry trade associations.

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### **KEY RESPONSIBILITIES AND DELIVERABLES:**

- Leads the development of strategies for Joint Utility Call Center; Hearing Officer; Residential and Small C&I Customer Construction Management; Large Customer Construction Management & Technical Assistance; Large Interagency/Utility; Project Management; Credit; Customer Accounts; Office Services and Metering..
- Provides oversight of the call center designed to move the strategic direction of the joint SCL and SPU call center in a manner appropriate to the needs of the Department. Oversees policy development and metrics for operations, monitors cost drivers and allocations for call center.
- Provides oversight for hearing officer who determines solutions to customer issues and payment adjustments.
- Provides oversight for all residential, small commercial & industrial and large customer construction activities including requests for new & enlarged services, resolution of technical service related problems and application of service policies & requirements.
- Provides oversight for Residential, Small C&I Accounts and for Large operations units. Oversees the management of the Combined Customer Service System for residential and small accounts and the Industrial/Commercial Subsidiary Billing for large customers.
- Provides oversight for Large Project Management. Oversees the development and execution of complex, high profile interagency projects and budgets that cross City of Seattle Department lines and require coordination of SCL's resources.
- Provides oversight for industrial, commercial, residential customer accounts in relation to credit, collections, revenue accounting, low income assistance and rate programs, bankruptcy and probate and damage claims.
- Provides oversight for Customer Accounts unit that is responsible for the utility's customer billing, auditing, monetary transactions and general account maintenance. Oversees the development, implementation and management of online customer services.
- Provides oversight for Office Services including operations of the employee store and mailing operations.
- Provides oversight for development and implementation of new meter technology and metering services.
- Formulates policy and program recommendations which support and enhance city-wide goals and objectives and provide for the appropriate allocation of resources.
- Provides oversight and direction for multiple operating unit budgets to ensure resources are efficiently and effectively utilized. Ensures comprehensive work plans support the budget.
- Manages within approved budgets.
- Develops and tracks metrics to assure deployment of labor and resources to optimize the delivery of customer service programs.
- Establishes and nurtures highly effective relationships with employees, customers and stakeholders that support and advance business goals and objectives. Works to remove barriers that hamper inter- and intra-department communications.
- Supports the development of employees that results in improved performance. Creates and maintains a work environment that builds talent to ensure the continuity of leadership for the organization.
- Creates and sustains an environment which supports decision making and accountability at all levels in the organization.
- Provides performance management through feedback and coaching. Addresses performance issues in a timely and responsible manner and effectively recognizes high performers.
- Leads and supports efforts to continually improve business practices and processes to maximize city-wide resources and achieve operational excellence. Articulates changes in organizational and business priorities to staff in ways that encourage action and support.

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- Exhibits personal and professional integrity at all times, consistent with the organization's mission, vision and values.
- Serves on and/or provides support to city-wide or department strategic oversight councils as assigned.
- Performs other duties as assigned.

### CRITICAL SUCCESS FACTORS:

- Actively promotes communications and teamwork that result in a cohesive and collegial work force.
- Actively promote, support and manage key strategic city-wide initiatives including those related to fair and equal employment, diversity and justice in the work place.
- Demonstrates executive commitment to and personal involvement in employee health and safety.
- Maintains professional growth and development through continuing education, participation in professional associations and other activities.
- Remains current on regulations, technology and organizational practices.
- Adheres to moral and ethical codes.
- Inspires and motivates others to excel.
- Prioritizes and plans work, consistently meets deadlines and develops realistic action plans that support the business goals and objectives.
- Takes initiative to identify problems and issues and seek solutions through collaborative methods.
- Analyzes information and makes decisions quickly.

**QUALIFICATIONS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### KNOWLEDGE

- Bachelor degree in engineering, planning, business administration, public administration or related field is required. Master's degree preferred.
- Substantial management and leadership experience in customer service or related area of responsibility typically gained through 10 or more years progressively responsible assignments; at least 7 of which were as a manager or supervisor in a large, complex multicultural and diverse organization.
- In-depth knowledge business processes and performance metrics.
- Knowledge of effective and progressive customer service models.
- Knowledge of utility operations and billing practices.
- Knowledge of public sector organizations practices
- Knowledge of labor relations.
- Knowledge of, or sensitivity to, multicultural and diversity issues.

### SKILLS

- Skilled in creating and delivering public presentations to a variety of constituents
- Skilled in managing shifting priorities with very little direction
- Skilled in recruiting and managing a multicultural and diverse staff that possesses various skills.
- Skilled in managing and interacting with a staff of different cultural and demographic backgrounds.

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### ABILITIES

- Ability to relate complexities to individuals
- Ability to think critically and strategically
- Ability to be persuasive and professional in verbal and written communications with multiple constituencies including employees, customers and other stakeholders
- Ability to foster and model an effective customer service
- Ability to coach, counsel and develop employees, including those of different racial, cultural and demographic backgrounds.
- Ability to provide management and direction in a environment of change; willingness to make difficult and challenging decisions
- Ability to provide clear expectations and directions
- Ability to foster creativity and problem-solving
- Ability to perform the physical requirements and essential functions of the job.
- Ability to work in an environment of racial, cultural and demographic diversity.

**Specialized or Technical Training:** None

**License/Certification/Registrations Required:** Security clearance may be required.

**ENVIRONMENTAL/ JOB CONDITIONS:** Work is performed primarily in an office setting; periodic overnight travel may be required.

**PHYSICAL/ MENTAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sitting for extended periods of time while at a desk or in meetings; hearing and visual acuity within normal range; Manual dexterity to operate keyboard and calculator.